GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:1476
ANSWERED ON:03.05.2016
Guarantee Card
Patil Shri A.T. (Nana)

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the consumers are required to retain the guarantee card to avail services in guarantee period and the companies concerned refuse to honour their guarantee commitments in case that card is lost;
(b) if so, the details thereof; and
(c) the steps taken by the Government to ensure that the companies honour their commitment within the guarantee period without the manda tory requirement of guarantee card?

Answer

THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a) to (c): Availing services in guarantee period depends on the policy of the companies. The consumer Protection Act, 1986 has been enacted to better protect the interests of the consumers. Under the provisions of the Consumer Protection Act, 1986 a three tier quasi-judicial mechanism, called the Consumer Fora (Consumer Courts) has been set up at the District, State and National levels to provide simple and speedy resolution of consumer complaints. Consumers can file complaints about defective goods, deficient services and unfair trade practices in Consumer Fora. If a complaint is upheld, a Consumer Court can order, inter alia, for removing the defect in the goods or deficiency in service, replacing the goods with new goods, returning to the complainant the price, or, as the case may be, the charges paid by the complainant.
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